

# Enterprise Incident Report September 2011

As of 10/3/2011

## Board of Pardons and Parole

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Board of Pardons and Parole	1	21	1	23
	1	13	0	14
Customer Company Total	1	21	1	23
	1	13	0	14

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Board of Pardons and Parole	1 0	21 1	1 0	23 1
Customer Company Total	1 0	21 1	1 0	23 1

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Board of Pardons and Parole	1 0.00	21 0.17	1 0.18	23 0.16
Customer Company Total	1 0.00	21 0.17	1 0.18	23 0.16

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Board of Pardons and Parole	1 0	21 0	1 0	23 0
Customer Company Total	1 0	21 0	1 0	23 0

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Board of Pardons and Parole	1 0.00	21 0.23	1 0.18	23 0.22
Customer Company Total	1 0.00	21 0.23	1 0.18	23 0.22

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### Detail

<b>INC000000374417</b>	Jennifer Bartell	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000374882</b>	Ann Galvan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000375053</b>	Cathy A Charlesworth	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Hosting	Dana McDonald	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000375322</b>	Wendy Rutherford	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000375346</b>	Susanne Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Chris Olson	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000375571</b>	Julie K Brown	Telecom	None	None		TIR Missed:	No	TIR:	0.41
	Voice Operations	Romanza Hamblin	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.60
<b>INC000000376323</b>	Clark A Harms	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	High	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000376405</b>	Cheri Prince	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Chris Olson	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000377210</b>	Curtis Garner	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000377401</b>	Ann Galvan	Telecom	Call/Receive	Telephone		TIR Missed:	No	TIR:	0.22
	Voice Operations	Romanza Hamblin	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.92
<b>INC000000377833</b>	Wendy Rutherford	PC/Laptop	None	None		TIR Missed:	Yes	TIR:	2.11
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	2.11
<b>INC000000378013</b>	Cheri Prince	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000378781</b>	Susanne Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000378809</b>	Andy Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000379581</b>	Ann Galvan	Application	None	None		TIR Missed:	No	TIR:	0.40
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.40
<b>INC000000379877</b>	Cheri Prince	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00

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<b>INC000000380605</b>	Bob Yeates	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000385251</b>	Ann Galvan	Application	Password	Offender Tracking	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000387652</b>	Susanne Escobar	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000388311</b>	Susanne Escobar	Application	Error	Utah Department of Corrections	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000388507</b>	Kent W Jones	Application	Error	Employee Gateway	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000388747</b>	Megan Flox	Server	Error	State Online Training Application	TIR Missed: No	TIR: 0.18
	Capitol Hosting	Joe Benson	Board of Pardons and Parole	Medium Resolved	TTR Missed: No	TTR: 0.18
<b>INC000000390410</b>	Shanna Wettstein	Application	Error	Navision Offender and Recipien	TIR Missed: No	TIR: 0.37
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Resolved	TTR Missed: No	TTR: 0.54